

Career SoftSkill Essentials™

Acceptance of Others

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Acceptance of Others

Section 1: Before You Begin

1. What work skills from this checklist do you have?

_____ I accept ideas of coworkers.

_____ I listen to others.

_____ I understand that there is more than one solution to a problem.

_____ I speak respectfully to others.

_____ I work out problems with coworkers.

_____ I do not gossip.



Acceptance of Others

Section 1: Continued

2. Which of these skills would you like to improve or develop?

_____ Accepts ideas of coworkers.

_____ Listens to others.

_____ Understands that there is more than one solution to a problem.

_____ Speaks respectfully to others.

_____ Works out problems with coworkers.

_____ Does not gossip.



Acceptance of Others

Section 2: Information about Skills on Checklist

- Employers expect employees to accept each other's differences.
- Differences among employees occur in every workplace because there is more than one point of view.
- Every workplace has employees from diverse cultures and backgrounds.
- Tolerance of others reduces stress in the workplace.
- A pleasant workplace is created when employees are respectful of one another.



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Accepts Ideas of Coworkers

This means that in the workplace:

- It is important to listen to coworkers so that ideas can be exchanged freely.
- Everyone will not agree all of the time.
- In every workplace, there are coworkers that have different points of view.
- Differences of opinion that disrupt the workplace need to be discussed by those involved.
- When you accept ideas of coworkers, you have an essential career soft skill.



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Listens to Others

This means that in the workplace:

- It is important to listen to coworkers without trying to change their opinions.
- Listening to the opinions of coworkers is especially important when their opinions are different from your own.
- Disputes can be avoided by listening to each other.
- You will work more effectively when you take time to listen to each other.
- When you listen to others, you have an essential career soft skill.



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**Understands That There Is More Than
One Solution to a Problem**

This means that in the workplace:

- **Problems can be solved more than one way.**
- **It is not uncommon for coworkers to have different ideas about how to solve a problem.**
- **Listening to ideas of coworkers is important when solving a problem.**



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**Understands That There Is More Than One
Solution to a Problem continued**

- It is important to work together to select the best solution for the situation.
- The best solution may be a team effort, not just one coworker's idea.
- When you understand that there is more than one solution to a problem, you have an essential career soft skill.



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Speaks With Respect

This means that in the workplace:

- When speaking with employers, supervisors, coworkers, and customers, there is a tone and manner that show respect.
- Acceptable tone and manner include:
 - Speaking calmly.
 - Using a everyday, speaking voice.
 - Never using profanity.
 - Not using words that would hurt a racial, gender, or cultural group.



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Speaks With Respect continued

- Words need to be chosen carefully to reflect cultural and gender sensitivity.
- When you speak with respect, you have an essential career soft skill.



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Works Out Problems with Coworkers

This means that in the workplace :

- You should talk to your coworker about differences as they arise.
- It is important to take responsibility for your actions. Stay calm.
- Differences can be overcome by listening to each other and looking for points of agreement.



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Works Out Problems with Coworkers continued

- If a situation cannot be resolved and it prevents work from getting done, ask your supervisor for help.
- When you work out problems with coworkers, you have an essential career soft skill.



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Does Not Gossip about or with Coworkers

Gossip causes:

- Hurt feelings.
- Anger.
- Conflicts.
- Unfinished work.
- Discomfort among coworkers.

Gossip does not:

- Belong in the workplace.
- Create a positive work atmosphere.
- Demonstrate respect.
- Allow other people to get their job done.



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Section 3: Scenario/Case Study

Montell's new co-worker, Joan, shares office space with him at the call center. Within a week of Joan being hired, she filled the space with potted plants, family pictures, music, and an incense burner.

Montell is a very reasonable guy so he tried to talk to Joan several times about her "clutter." Joan became upset. She explained to him that plants brighten the office, photos give a homey touch, music calms her, and incense masks office odors.



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Section 3: Scenario/Case Study

Montell is getting very angry, but rather than talk to his supervisor about the situation he complains to his coworkers. He has made it clear that he does not want to work with Joan and wants her to be transferred or fired.

Coworkers begin to take sides. The supervisor hears about the office problem through the grapevine. The supervisor does not want to lose either worker, but the office is in turmoil.



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Section 4: Applying What You Know

1. What skills does Montell need to develop?

___ Accepts ideas of coworkers.

___ Listens to others.

___ Understands that there is more than one solution to a problem.

___ Speaks with respect to others.

___ Works out problems with coworkers.

___ Does not gossip.



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Section 4: Applying What You Know

2. What skills does Joan need to develop?

- ☐ **Accepts ideas of coworkers.**
- ☐ **Listens to others.**
- ☐ **Understands that there is more than one solution to a problem.**
- ☐ **Speaks with respect to others.**
- ☐ **Works out problems with coworkers.**
- ☐ **Does not gossip.**



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Section 4: Continued

3. Montell and Joan were told that their supervisor knows about the problem. If the supervisor gets involved, they could be in trouble and possibly lose their jobs.

Using this information and the Acceptance of Others skills checklist, how could they solve their problem with or without involving their supervisor?



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Section 5: Skill Review

List at least three things you learned or skills you have improved from this module.

Congratulations, you have successfully completed the Acceptance of Others soft skill module.



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Section 5: Skill Review continued

The following are ways to show acceptance of others:

- Accept ideas of coworkers.
- Listen to others.
- Understand that there is more than one solution to a problem.
- Speak with respect to others.
- Work out problems with coworkers.
- Do not gossip.